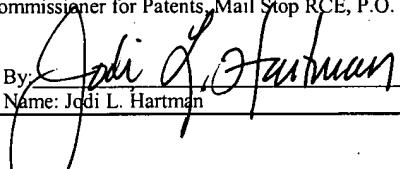


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Haynes et al. Examiner: Van Doren, B.
 Serial No.: 09/474,643 Group Art Unit: 3623
 Filed: December 29, 1999 Docket No.: 60027.0326US01/BS#98041
 Title: System and Method for Eliminating An Unnecessary Dispatch of a Service Technician

CERTIFICATE UNDER 37 CFR 1.8:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop RCE, Commissioner for Patents, Mail Stop RCE, P.O. Box 1450, Alexandria, VA 22313-1450 on April 8, 2004.

By: 
 Name: Jodi L. Hartman

PETITION FOR EXTENSION OF TIME**RECEIVED**

APR 29 2004

GROUP 3600

Mail Stop RCE
 Commissioner for Patents
 P.O. Box 1450
 Alexandria, VA 22313-1450

Dear Sir:

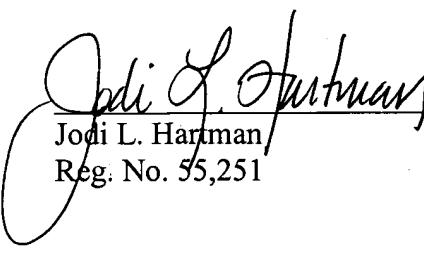
In accordance with the provisions of 37 C.F.R. §1.136(a), it is respectfully requested that a 3-month extension of time be granted in which to respond to the outstanding Office Action mailed October 8, 2003, said period of response being extended from January 8, 2004 to April 8, 2004.

Please charge Deposit Account No. 13-2725 in the amount of \$950.00 to cover the required extension fee for a large entity.

Respectfully submitted,

MERCHANT & GOULD

Date: April 8, 2004
 04/27/2004 SLUANG1 0000005 132725 09474643
 01 FC:1253 950.00 DA


 Jodi L. Hartman
 Reg. No. 55,251

Merchant & Gould, LLC
 P.O. Box 2903
 Minneapolis, MN 55402-0903
 Telephone: 404.954.5100

39262

PATENT TRADEMARK OFFICE